

Wide Area Network Access

Product Summary

Overview

The State Wide Area Network (WAN) provides data network connectivity at local and remote locations throughout the state.

The State WAN is a complex system comprised of a redundant high-speed backbone or core, geographically distributed and fault tolerant hub locations, and many remote locations serving State agency office locations throughout the state. Numerous factors are considered when designing the connection for a location—such as customer business requirements, carrier services, and available equipment.

In addition to executive branch agencies and their employees located at facilities throughout the state, customers include non-executive branch state agencies, local, county and federal government agencies, and, non-state agencies contracted to conduct State business.

Product Features

Wide Area Network Features	
Service Description	
Wide Area Network (WAN)	<ul style="list-style-type: none"> High availability to multiple State data centers. Fault tolerant network with redundant paths from data centers to geographic hubs. Network utilization monitoring and bandwidth management.
WAN connection	<ul style="list-style-type: none"> Last mile connection from remote facilities to geographic hubs. Ethernet handoff at each local facility. One 100 Mbps port switch connection per agency per facility. Connections at campus sites, designed on a case-by-case basis to provide the most appropriate service that meets campus customers' needs.
Basic security	<ul style="list-style-type: none"> Firewall services between the Internet the state WAN. Backbone intrusion monitoring and management. Access Control Lists (ACLs) for local LAN segments, where technically feasible. Note: Logging on router access lists is not provided to customers. Packet screening to prevent IP spoofing from external networks.
IP address service	<ul style="list-style-type: none"> Manage address blocks. Manage subnets, VLANs and public/private IP assignments. <p>Access the VLAN Standardization Plan at http://its.utah.gov/productservices/datanetwork/wan/wan.htm</p>
DNS service	<ul style="list-style-type: none"> Manage host, MX, alias and PTR records. Host newly registered DNS domains and manage DNS records. Delegate sub-domains per agency request. Manage changes to DNS entries. Provide instructions for registering new DNS names.
Primary domain Email service	<ul style="list-style-type: none"> Manage domains, post offices, and user aliases for all state employees. Secure Internet access to email. Manage GroupWise Internet Agent (GWIA) and servers. Manage outgoing mail SMTP servers.
Internet access	<ul style="list-style-type: none"> Content filtering and block inappropriate or unauthorized access. Customer-specific filtering is available, on request.

Product Benefits

Wide Area Network Benefits
Reliable and secure business and public safety quality network for data communications.
High availability via a redundant backbone.
Fault tolerant hub locations for contingency service in the event of a disaster or outage.
Data traffic routed throughout the state, linking state resources.
Routing to the State hub for full Internet access.
Professional network planners assigned to agencies and geographic regions to actively manage and ensure that customers' business needs are met.
Professional network design and engineering to enhance and maintain network technology for reliability and availability.
Primary and backup DNS servers to resolve name and addresses for Internet traffic.
WAN Users Group membership to contribute to product planning and quality of service.

Related DTS Products

The following add-on products and services can be provided at additional cost. Special Billing Agreements are used to recover expenses for those services below not included the state fee structure.

Related Add-on DTS Products and Services	
Additional ports	<ul style="list-style-type: none"> Agencies may negotiate with DTS for use of spare capacity on DTS owned and managed switches, if available. DTS requirements—for state interests, always take precedence over individual agency uses on DTS switches. In cases when spare capacity is not available, DTS can provide additional dedicated ports, at an additional negotiated cost.
Additional firewalls or security	<ul style="list-style-type: none"> DTS can provide LAN segment firewalls, at an additional negotiated cost. When an agency's business mandate requires additional security, DTS can help evaluate and develop a solution, at a possible additional negotiated cost.
Agency-specific solutions	<ul style="list-style-type: none"> DTS will assess and engineer appropriate network bandwidth by working with agency requirements. DTS can provide unique WAN connections, at an additional negotiated cost.
Firewall maintenance	<ul style="list-style-type: none"> DTS can provide maintenance for agency-owned LAN segment firewalls, at a negotiated cost.
Router access list logging	<ul style="list-style-type: none"> DTS can help agencies design a logging server solution.
VPN (Virtual Private Network)	<ul style="list-style-type: none"> VPN service is an additional add-on service.
Telecommuter access to the WAN	<ul style="list-style-type: none"> DTS provides telecommuter products such as DSL and ISDN for remote access to the WAN
Wireless LANs and Wireless LAN Access	<ul style="list-style-type: none"> DTS provides an 802.11 Wireless Network product that Agencies can request be installed at state facilities. DTS provides access to the State 802.11 Wireless Network for a one-time set-up fee.

DTS Responsibilities

DTS Responsibilities
DTS is responsible for providing network maintenance to each Agency's demarcation point.
DTS is responsible for coordinating planned maintenance and notifying customers of planned outages.
DTS is responsible for notifying customers of unplanned service outages and security intrusions, and expected times to resolution.
DTS is responsible for assessing and engineering appropriate network bandwidth by working with agency business requirements.
DTS is responsible for providing WAN service in an efficient and economical manner—to include using bandwidth monitoring statistics to justify enhancements.
DTS is responsible for maintaining the integrity and security of the State WAN by shutting down ports that have been penetrated, or otherwise violate network security policies.
DTS is responsible for conducting periodic WAN device count audits, in accordance with the WAN device definition and published guidelines.
DTS is responsible for conducting periodic Special Billing Agreement audits and updating agreements as applicable.

Customer Responsibilities

Customer Responsibilities
Customers are responsible for complying with State acceptable use policies.
Customers are responsible for providing DTS router access lists.
Customers are responsible for notifying their WAN Planner when planning facility moves.
Customers are responsible for notifying their WAN Planner when planning to deploy applications that might affect network traffic.
Customers are responsible for providing adequate space, power, cooling, etc. for State network equipment at each agency facility.
Customers are responsible for providing physical security in facility locations that house State network equipment.
Customers are responsible for providing their WAN Planner a local contact at each facility that is capable of assisting with troubleshooting the Agency's LAN to the WAN switch.
Customers that deploy LAN segment firewalls are responsible for: notifying their WAN Planner; providing access to DTS through the firewall; and, documenting the firewall configuration so agencies that need access to applications have access—i.e., enabling state interoperability.
Customers are responsible for complying with State security policies.

Product Service Levels

Wide Area Network Service Levels
DTS leverages the State's collective buying power to obtain the best possible level of service from contracted service providers.

DTS Customer Service

DTS Customer Service
Technical assistance incidents are managed based on appropriate industry best practices.

Incident resolution is accomplished by multi-level technical support staff.
Incidents can be submitted 24 x 7 via phone, Internet and Live Chat.
Internet submissions are monitored during normal business hours, Monday-Friday 7:00 AM to 5:30 PM.
Incident priority is based on the importance of system(s) affected, the severity of system degradation, and the number of affected users.
Initial response targets are two business hours for low and medium priority incidents, one clock hour for high priority incidents and thirty clock minutes for urgent priority incidents.
Incident resolution targets are twelve business hours for low priority incidents, ten business hours for medium priority incidents, six clock hours for high priority incidents and three clock hours for urgent priority incidents.
Response performance, resolution performance and customer satisfaction are measured and reported regularly

Product Rate

The WAN product rate is applied to WAN devices.

Definition of a WAN Device

For purposes of the State WAN product, a device is any electronically enabled MAC address, with the exception of DTS-installed and managed network equipment such as routers, hubs, switches and wireless access points.

When Network Address Translation (NAT) is used as part of a security strategy, internal MAC addresses are considered WAN devices.

Devices with multiple NICs are considered one WAN device.

Users who use more than one device—e.g., desktop and laptop computers, should report two WAN devices.

Occasional users should report each device used.

Training room devices, regardless of utilization, are considered WAN devices.

Wide Area Network Rate	
Executive branch state agencies	\$37.50 per month per WAN device.
Non-executive branch agencies and organizations	Negotiated Special Billing Agreement.

Ordering the Product

To order Wide Area Network services agency customers should contact their assigned WAN Planner or Customer Relationship Manager.

Product Agreement

DTS and the Customer agree that this Product Description constitutes a binding agreement between both parties for the Product and related services required by the Customer.

Product and/or Service Rates listed are in accordance with the approved DTS Rate Schedules. Therefore, the product description replaces all other documentation, i.e., Contracts, Special

Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between DTS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.